

District Government Agency
FY05 1st Quarter Overall Performance Results Sheet

Agency	Correspondence	E-Mail	US Mail	Voicemail	Responsiveness	Telephone	Staffing	Face To Face	% Passed	Tester Rating
Mayor's Suite	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A	100%	5.0
Citywide Call Center	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	100%	5.0
Office Of Unified Communications	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	100%	5.0
Office on Aging	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A	100%	5.0
Commission on Arts and Humanities	Yes	Yes	No	Yes	Yes	Yes	Yes	N/A	86%	4.0
Office of the Deputy Mayor for Public Safety and	Yes	N/A	Yes	Yes	Yes	Yes	No	N/A	83%	4.0
Department of Human Services	Yes	Yes	Yes	Yes	No	Yes	Yes	No	75%	4.0
Public Library	Yes	No	Yes	Yes	No	Yes	Yes	N/A	71%	3.0
District Department of Transportation	Yes	Yes	Yes	Yes	No	Yes	No	N/A	71%	3.0
Office of the Chief Financial Officer	Yes	Yes	Yes	No	Yes	Yes	No	N/A	71%	3.0
Office of Planning	Yes	No	No	Yes	Yes	Yes	Yes	N/A	71%	3.0
Office of the Chief Technology Officer	Yes	Yes	No	No	Yes	Yes	Yes	N/A	71%	3.0
Department of Fire and Emergency Medical Services	Yes	Yes	Yes	Yes	No	Yes	No	N/A	71%	3.0
Department of Corrections	Yes	Yes	Yes	Yes	No	Yes	No	N/A	71%	3.0
Office of Local Business Development	Yes	Yes	No	No	N/A	Yes	Yes	N/A	67%	3.0
Office of Communications	Yes	N/A	No	Yes	No	Yes	Yes	N/A	67%	3.0
Department of Consumer and Regulatory Affairs	Yes	Yes	Yes	Yes	No	Yes	No	No	63%	3.0
Office of Tax and Revenue	Yes	Yes	No	Yes	No	Yes	No	Yes	63%	3.0
Office of the Attorney General	Yes	Yes	No	Yes	Yes	Yes	No	No	63%	3.0
Department of Employment Services	Yes	Yes	Yes	No	Yes	No	No	Yes	63%	3.0
Deputy Mayor for Operations	Yes	N/A	N/A	Yes	No	Yes	No	N/A	60%	2.0
Department of Public Works	Yes	Yes	Yes	No	No	Yes	No	N/A	57%	2.0
Office Cable Television and Telecommunications	Yes	Yes	No	No	Yes	Yes	No	N/A	57%	2.0
Office of Planning and Economic Development	Yes	Yes	No	Yes	No	Yes	No	N/A	57%	2.0
Human Rights	Yes	Yes	No	No	No	Yes	No	N/A	57%	2.0
Department of Housing and Community Development	Yes	Yes	No	Yes	No	Yes	No	N/A	57%	2.0
Office of the City Administrator	Yes	N/A	No	Yes	No	Yes	No	N/A	50%	2.0
Office of Veterans Affairs	Yes	N/A	No	N/A	N/A	Yes	No	N/A	50%	2.0
Office of Zoning	N/A	Yes	No	No	No	Yes	Yes	N/A	50%	2.0
Office of Contracting and Procurement	No	Yes	No	No	No	Yes	Yes	N/A	43%	1.0
Office of Personnel	Yes	No	Yes	No	No	Yes	No	N/A	43%	1.0
Child and Family Services	Yes	Yes	No	No	No	Yes	No	N/A	43%	1.0
Department of Insurance and Securities and Banking	Yes	No	No	No	No	Yes	Yes	N/A	43%	1.0
Office of Policy and Legislative Affairs	No	N/A	N/A	Yes	No	Yes	No	N/A	40%	1.0
Risk Management	No	N/A	N/A	Yes	No	Yes	No	N/A	40%	1.0
State Education Office	Yes	No	No	Yes	No	No	Yes	No	38%	1.0
Department of Motor Vehicles	Yes	Yes	No	No	No	No	No	Yes	38%	1.0
Office on Asian and Pacific Islander Affairs	N/A	No	Yes	No	No	Yes	No	N/A	33%	1.0
Emergency Management Agency	Yes	No	No	No	N/A	Yes	No	N/A	33%	1.0
Office of the Chief Medical Examiner	Yes	N/A	No	No	No	Yes	No	N/A	33%	1.0
Office of Children, Youth, and Families	No	N/A	No	Yes	No	Yes	No	N/A	33%	1.0
Lottery and Charitable Games Board	N/A	Yes	No	No	No	No	Yes	N/A	33%	1.0
Office of Community Affairs	Yes	N/A	No	Yes	No	No	No	N/A	33%	1.0
Office of the Secretary	Yes	No	No	No	No	Yes	No	N/A	29%	1.0
Office of Property Management	Yes	No	No	No	No	Yes	No	N/A	29%	1.0
Department of Mental Health	No	No	Yes	No	No	Yes	No	N/A	29%	1.0
Department of Parks & Recreation	No	Yes	No	No	No	Yes	No	N/A	29%	1.0
Public Service Commission	No	No	Yes	No	No	Yes	No	N/A	29%	1.0
Department of Health	No	Yes	No	No	No	No	No	Yes	25%	1.0
Office of Labor Relations	N/A	N/A	No	N/A	No	Yes	No	N/A	25%	1.0
Office of the Chief of Staff	No	N/A	N/A	No	No	Yes	No	N/A	20%	1.0
Metropolitan Police Department	No	Yes	No	No	No	N/A	N/A	N/A	20%	1.0
University of the District of Columbia	No	N/A	No	N/A	Yes	No	No	N/A	20%	1.0
Advisory Commission on Sentencing	N/A	Yes	No	No	No	No	No	N/A	17%	1.0
Office of Citizen Complaint and Review	N/A	No	No	No	No	Yes	No	N/A	17%	1.0
Office of the Inspector General	No	No	No	No	No	Yes	No	N/A	14%	1.0
Alcohol Beverage Regulation Administration	No	Yes	No	No	No	No	No	N/A	14%	1.0
Office on Latin Affairs	No	No	No	No	No	No	No	N/A	0%	1.0
Office of Energy	No	N/A	No	No	No	No	No	N/A	0%	1.0
Taxicab Commission	No	No	No	No	No	No	No	N/A	0%	1.0
Number Tested	52	44	54	55	55	59	59	8		
Number Passed	36	29	15	25	9	47	16	4		
Percentage Passed - FY05 1st QTR	69%	66%	28%	45%	16%	80%	27%	50%		
N/A (Not Applicable) = Test not performed during reporting period.										
FY05 Comparison										
FY04 -4rd Quarter Averages	70%	49%	43%	32%	23%	86%	34%	N/A		
FY05 - 1st Quarter Averages	69%	66%	28%	45%	16%	80%	27%	50%		
Variance	-1%	17%	-15%	13%	-7%	-6%	-7%	N/A		

5-Significantly Exceeds Expectations:Meets 100% of standards that apply
4-Exceeds Expectations:Meets 75-90%
3-meets Expectations:Meets 63-74%
2-Needs Improvement:Meets 50-62%
1-Below Expectations:Meets less than 50%